

**UCB-POR Workshop**  
**October 22<sup>nd</sup> & 23<sup>rd</sup> - ICC Offices, Chicago**  
**Meeting Notes**

**Ameren Tariff Status Update**

- Filing was September 30<sup>th</sup>.
- Links on Commission's website.
- Ameren to share changes (red-lined/black-lined document).

**ComEd Tariff Status Update**

- Discussion tabled to October 23, 2008.

**ComEd Bill Re-design**

- Supply charges not easy to distinguish on old bill.
- Used focus groups along with internal feedback.
- Items repositioned.
- Differentiation between delivery and supply charges on new bill.
- Clarity for customers.
- Supplier name, web address & phone number included.
- Reverse side includes a Message Center – 2 lines for suppliers.
  - Possible if elimination of definitions is approved.
- Standard on length of fields for price – 5 to right of decimal point.
- Cancel/rebills are shown before message section, before total charges.
- What happens to current terms on back on bill?
  - Looking at alternative ways to provide information to customers.
    - Spell out definitions that previously were abbreviated.
    - Will print on front & back.
- Suppliers will have 7 lines to present charges based on supplier input.
- Roll-out June 2009.
- ComEd will use the line item text that suppliers provide.

**Disputed Charges**

- Discuss ComEd document.
  - Contact needs to be made with supplier by customer.
  - Other states, experience is that most are misunderstandings or inquiries.
  - In other states, once at the level of a Commission compliant, are charges reversed?
  - What is the appropriate trigger point?
  - When/If do we deduct charges?

- Should there be a more formalized process (formal/informal) with the Commission?
- Need for CPWG to look at cancel/rebill reason?
- How are things handled on gas side today?
- Recommendation from Dominion that trigger point is a formal complaint w/Commission to deduct charges.
  - CUB does not agree that a formal complaint w/ICC should be trigger point to cancel charges.
- Discuss Ameren workflows
  - Price issues should be easy to solve because term sheets are available.
  - Three-way complaint process may possibly be set up w/ICC & some suppliers.

### Supplier Handbook

- Discussion of Ameren slide deck.
- Supplier handbook is currently on Ameren's website.
  - Share draft red-line w/group.
  - Ameren's original plan is to have draft ready by end of 2<sup>nd</sup> quarter 2009 but group feels draft may spur discussion.
  - Chapter-by-chapter review in advance is desirable.
- ComEd's process is similar to Ameren's.
- Concern about items that will be in tariffs while on-going testimony is occurring.
- ComEd considering an Implementation Guide also.

### Current System Design Issues

- **ComEd Issues:**
  - Summary Bill Issues
    - Currently break relationship when moved to SBO or Dual.
    - Would like to break relationship on all SBO/Dual/UCB-POR bills.
    - It is a bill presentment option.
    - What if all of the customers' accounts were enrolled with the supplier in UCB/POR?
    - Possibly continue to break SBO, others not.
    - Can volumes be provided?
  - Changes in load profile over a cancel/rebill period.
    - Should load profile data be saved/sent on cancel/rebills?
      - Recommendation is to not send.
  - Off cycle switch
    - Non-mass market.
      - 100 – 400 CE.

- 150 – 400 AIU.
    - UCB/POR on cycle only.
    - Dual billing can be on or off cycle.
  - Flag on 814 response that account is mass market & designation class?
    - Mass market/Non-Mass Market.
      - Group flag?
      - Flag on all transactions.
      - Would flag be on rejects too?
      - Recommendation would be to include flags.
  - Temporarily reject of enrollment.
    - Generic reason for arrears, flooding conditions, minimum stay, etc.
    - Recommendation - pursue temporary ineligible generic code.
    - What about reject of LIHEAP/PIPP participants?
  - More supplier participation/input needed at CPWG meetings.
- **Ameren Issues:**
    - Ameren will notify all of its suppliers' that they will need to comply with testing/system changes in order to continue to serve customers.
      - Request that ORMD send letter to all suppliers'.
    - Define random – assume rotation because it addresses clusters versus a random generator.
    - Beyond initial discount referral which is random, is there the need for another “random” bucket for other referrals?
      - Not as long as it's random (rotation).
    - On discount program, supplier preference is to follow New York enrollment process.
      - One rate code would apply for all – same discount.
      - Discount allowed once per customer.
      - Utility will submit enrollment DSAR.
      - Supplier will need to monitor stay, otherwise rate will continue.
    - Ameren will comply with suppliers' recommendation that new construction customers not be allowed to participate.
    - Ameren Revert-To-Owner (RTO) landlords will be excluded from participation because of the general extreme short nature of service (between tenants). Note: length of service generally too short to allow suppliers to schedule supply.

## **Rescind Periods**

Question: If there is a drop supplier B, customer goes back to utility & must wait before going back to a previous supplier A?

- If supplier B submits a drop, customer would need to contact supplier A to submit an enrollment.
- If supplier B submits a rescission, and supplier A submits a drop before supplier B submits the rescission, customer would need to contact supplier A to submit an enrollment.
- If supplier B submits a rescission, and supplier A has done nothing (as normal) the customer would then stay with supplier A because utility would submit a re-instatement.

### **Ameren Supplier Portal**

- Discussion of Hand-out.
- Unique ID will be assigned.
- Data retention period?
  - TBD – likely 24 months.
- Messages need to be in one day in advance – specific time will be communicated. Likely listed on appropriate portal page.
- Bill message equals 142 spaces.
- There will be a message hierarchy. Only new supplier.
- Ability (down the road) to make multiple supplier adjustments in mass in an automated fashion thru WEB portal.
- Volunteers needed for testing.

### **Testing Timeline**

- Ameren – March?
- ComEd – July?
- Ameren still on target for March testing. Recognize tariff may not be in place by June. Still on target to deliver in June.
  - Are suppliers ready for March testing?
- What is lead time before March 1? December completion of CPWG items possible.
- ComEd
  - All or nothing for market testing for all of market.
    - July – September
- CPWG will assist with test plan.

### **ComEd Tariff Discussion**

- Move off socialization.
- Move off seven discount rates.
- Concern about economics from last workshop to this one.
- Uncollectibles – now two discount rates.
  - Residential - 1.2% approx
  - Non-Residential - .33% approx

- Align with how we have uncollectibles today.
- All in for delivery groups, similar to Ameren.
  - Three year true-up possibly.
- True up = actual experience to discount rate.
- Adjust uncollectible rate annually.
  - Debit or Credit mechanism not known at this time.
- True up based only those on UCB-POR product.
- Implementation Costs:
  - Planning a split similar to Ameren.
  - Separate charge for UCB and POR.
    - POR implementation costs = charged to supplier discount rate.
      - True-up mechanism as well.
    - UCB portion
      - Socialize this portion at start.
      - Put in a trigger that would, based on volumes move these costs to the suppliers'. This is applicable to all customers who can take UCB/POR.
        - ⚙ After trigger then move the charge back to supplier based customers. Effectively credit back to the socialized group.
- There will be a supplemental customer charge initially.
- When will filing occur?
- Can a term sheet with details be prepared and shared?
- Estimate between % UCB + POR breakdown is unknown at this time.

### Letters of Agency

- Consumer fraud statue.
- Requirements in Ameren tariff.
- What purpose does the customer phone numbers?
- Ameren will review.
- Oral authorizations now allowed.

### Disputed Charges – Part 2

- What is the trigger point to cancel supplier charges?
  - 2<sup>nd</sup> customer call to utility?
  - Call to ICC?
  - Formal ICC complaint (extreme)?
- On gas side CSD would contact supplier/contact utility. Ask utility to “hold” charges.
- Need to suspend or reverse charge.
- Escalated phone number that utilities could refer customers back to suppliers'. (Note: this might be via utility transfer.)

- Do all suppliers have an escalated number and compliant group?
- Separate supplier call should be scheduled to discuss.

### **Up dates to “Plug-In-Illinois” web site**

- Lists
  - Supplier Lists:
  - Indicate which suppliers are supplying in Ameren & ComEd territories by customers served for customer convenience.
  - Just because supplier is certified doesn't mean they may be supplying in a given service territory to a particular customer group.

### **Ameren's Proposed Education Activities**

- Discuss handouts.
- What is average cost of bill insert?
  - Production costs?
  - Additional postage increases?
  - Additional calls to contact centers?
- Review what NICOR does on gas side?
- NICOR charges per billing/account set up costs.
- Suggestion from ICC staff for Ameren's website consistency.
- Possible link to Plug-In-Illinois for list of customer's rights/responsibilities.

### **3<sup>rd</sup> Party Verification Procedures**

- Ameren does not plan for 3<sup>rd</sup> party verification for initial (2 month?) introductory fixed discount enrollment. Supplier will use 3<sup>rd</sup> party verification for enrollment after initial period as appropriate. Ameren will record calls.

### **Current Disclosure Practices**

- ORMD has begun a process to develop some “straw man” information to bring forward to the group for discussion in trying to help provide a simple common set of disclosure statement.
  - Potential December 3-4 discussion item.

### **Items for a later date**

- Focus on UCB-POR for now.
- Determine dates in future to discuss other items:
  - Standalone UCB – March.
  - POU – March.
  - Seamless moves – March.

### **Next Workshop Date**

- **December 3-4.**